

## SYSTEM AND METHOD FOR FACILITATING SERVICES

### Abstract of the Disclosure

This application discloses systems and methods of facilitating communication between a service professional and a client. Under one method, a professional submits profile data to a service facilitator. The service facilitator makes the profile data available to prospective clients, and the professional agrees to use a service enhancing system to provide service to any client obtained as a result of the profile data being made available. The professional may agree to provide payment for use of the service enhancing system, may agree not to pass on to the client the cost of the use of such system, may agree to use an enhanced version of the service enhancing system in exchange for the service facilitator enhancing the availability of the professional's profile data, may agree to adhere to specific standards of service in exchange for the profile data being made available, and/or may agree to provide periodic assurance of adherence to the specific standards as agreed, or may provide some combination of those agreement. A client in need of services accesses a web site and searches a professional profile database for a service professional whose profile data at least partially match the possibly weighted search conditions entered by the client. The client reviews profile information of the at least partially matched professionals online and selects candidate professionals to consider for hiring. The client submits service description information online to the candidate professionals. The candidate professionals are notified of the client's selection and review the submitted case information online. Using a pre-retainer communication module, the client and the candidate professionals engage in online communication which may result in the client retaining one of the candidate professionals. A retained professional uses a case communication module to securely communicate with the client and to provide to the client updates describing the status of the case. The client uses the case communication module to review the status of the case and to securely communicate with the professional. The case communication module monitors communication frequency and may generate warning messages to ensure a particular frequency. The case communication module may allow either client, professional or both only a limited time to modify service information once entered into the system. After such time, the system

maintains the service information for archival and retrieval in a read-only manner for a predetermined time.

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